PARTICIPANT INQUIRY

Participant Inquiry (PI) is an inquiry only function that contains Participant information extracted nightly from the CalPERS Health and Membership Database (COMET). This section is written for Carriers and Employers who use ACES to access information about Participants in a CalPERS Health and/or Retirement program.

Security Rules for Employers

Employers can access information as follows:
- Only the current Employer can view a Participant's Health and Membership record.
- Only the Employer from whom the Participant retired can view a Retiree's Health and Membership enrollment record.

Security Rules for Carriers

Carriers can access information as follows:
- Only the current Carrier can view all enrollment information.
- All other Carriers do not have access to address or dependent information for any enrollee who is not currently enrolled with them.

NOTE: All other Carriers include, but are not limited to, a Carrier that previously provided health coverage for the Participant.

In implementing these rules, Participant Inquiry may not display all data. Keep these rules in mind if the user gets unexpected query results.

Participant Inquiry Features

As Of Date

The As Of Date determines the information that the system displays. The As Of Date defaults to today's date; however, data can also be retrieved "As Of" a different date (e.g., future or past dates). When the As Of Date is changed, the ONLY information that will change is in the Subscriber and Dependent tabs. This function works only if the current user is the current employer (or was the employer as of the date provided).
NOTE: Changing the As Of Date will not give the user Address or Dependent information unless the user is the current Carrier or Employer "As Of" the System Default Date.

Example: Does a dependent have coverage during August 6, 1999?
- Select the value in the "As Of Date" field's data-entry box so it's highlighted.
- Change the As Of Date to 08/06/1999 (mmddyyyy).
- Click **Get Data**.
- Click the Dependent Tab and the system will show you if that dependent was covered "As Of" the changed date.

Extract date/time field (located above the "Clear" button)

The "extract date/time" is the day and time that data was *applied* to ACES from COMET. The information being viewed is typically the data from the last business day. For example, if logging in on June 8, the data you see was updated on COMET on June 7. If a batch was submitted on a business day by the batch deadline, the Successfully Applied transactions will be viewable the following day.
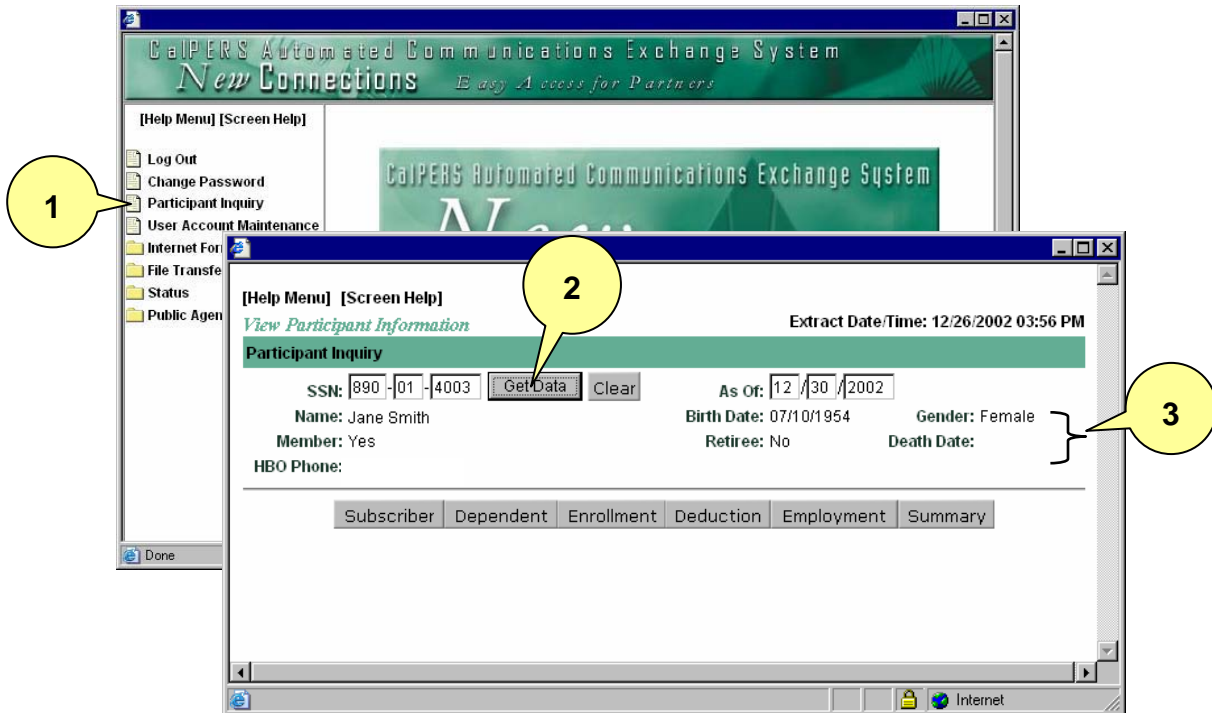
Notes Feature

General Notes – CalPERS staff have the ability to save notes to an employer, a health carrier, or internal staff. If a note was saved for a Participant, it will show as an icon in the header of PI. Click on the note icon and it will open a window that will display the note.

Notice 28 Notes – A Notice 28 is information that is sent to the employee about the change they are requesting. These notices are system generated. CalPERS staff have the ability to put an additional note on these notices. In the Enrollment Tab, an icon will show in the "Proc. Status" column of a transaction line. Click on the icon and it will open the note that was printed on the Notice 28.

Accessing Participant Inquiry

1. Click on **Participant Inquiry**. A new window will appear.
2. Enter the Participant's SSN and click **Get Data**.
3. ACES will populate the View Participant Information screen with information in the Header: **Name**, **Birth Date**, **Gender**, **Member**, **Retiree, Death Date** and **HBO Phone.**

HEADER DEFINITIONS	
FIELD NAME	DEFINITION
Name	Name of the Participant whose Social Security Number appears in the "SSN" field
Birth Date	Participant's date of birth.
Gender	Participant's gender: male, female, or unknown.
Member	Is the Participant a member of CalPERS retirement? Yes or No. NOTE: A Participant who has retired or received a refund of contributions is no longer considered a member of CalPERS retirement.
Retiree	Is the Participant retired from CalPERS? Yes or No
Death Date	If applicable, the death date of Participant is displayed
Extract Date/Time (top of screen)	Date when PI was last updated. For more information, see "Special Features of the System"
SSN	Participant Social Security Number
As Of Date	See "Participant Inquiry Features"

If this is the correct Participant, click on one of the tabs listed below:

TAB DEFINITIONS	
INFORMATION TABS	DEFINITION
1. Subscriber	Displays details on Employer, Enrollment and Address information for the current employer.
2. Dependent	Lists the currently enrolled dependents for the selected Participant and shows additional details about each dependent including, if applicable, information on the dependent's disabled dependent certification.
3. Enrollment	Displays 36 months of enrollment history for the selected Participant.
4. Deduction	Displays 36 months of deduction history for the selected Participant.
5. Employment	Displays all employment associated with Membership and/or Health enrollment history. The information displays according to agency access rights.
6. Summary	General information about Participant
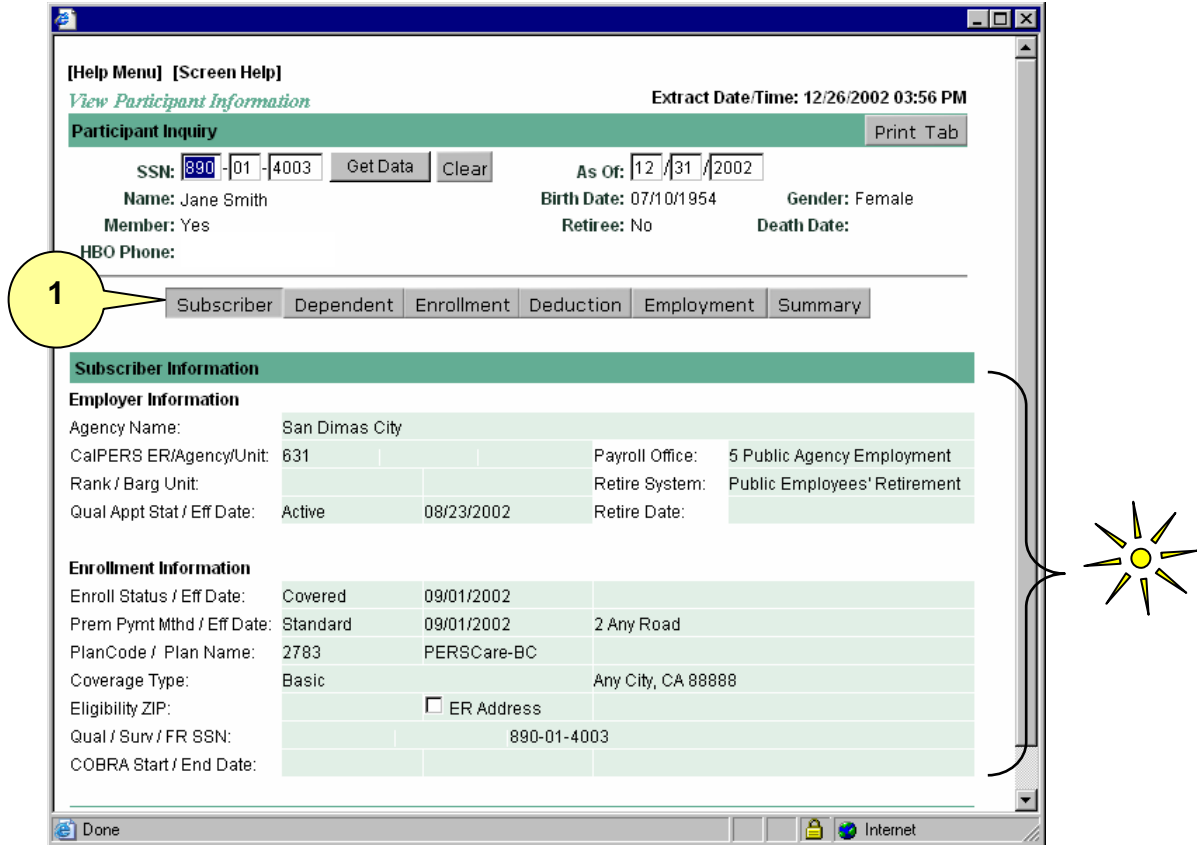
Employers who contract for health and membership will see tabs 1 through 6.
Employers who contract for membership only will see tabs 5 and 6.
Health Carriers will see tabs 1 through 4.

NOTE:

If information on these tabs is incorrect, please contact CalPERS ERCC at

(888) CalPERS (225-7377).

ACES User Guide

1. Subscriber Tab

The Subscriber Tab displays details on the participant's employer, health enrollment, and mailing address.

SUBSCRIBER TAB DEFINITIONS	
EMPLOYER INFORMATION	**DEFINITION**
Agency Name:	Name of the Participant's employer.
CalPERS ER/Agency/Unit:	**State Agencies:** *PERS ER* code is a unique number which CalPERS assigns to each Employer. *Agency* code is the Agency code used by State Controller's Office. *Unit* code is the Unit code used by State Controller's Office.
	Public Agency [School] Employers: *PERS ER* code is a unique number that CalPERS assigns to each Employer. *Agency* code field is blank. *Unit* code is a number assigned by CalPERS Public Agency Billing Unit to Health Groups for Public Agency employers.
	Non-Central State Agencies, Public Agency Employers, and Non-PERS Employers: *PERS ER* code is a unique number that CalPERS assigns to each Employer. *Agency* code field is not applicable (blank). *Unit* code field is not applicable (blank).
Rank/Barg. Unit:	Abbreviation for the Participant's Collective Bargaining *Rank/Unit code.* Rank (Collective Bargaining Rank): Participant designation assigned to a State employee. E.g., R = Rank and File, E = Exempt, etc. Unit (Collective Bargaining Unit): unit code assigned to a State employee. E.g., 1 = Administrative, Financial, and Staff Services, etc.
Qual Appt Stat/Eff Date:	Describes status of appointment that qualified a Participant to enroll in benefit. The Effective date is the event datet that qualified Participant to enroll.
Payroll Office:	Alpha or numeric code which identifies Participant's pay entity.
Retire System:	Participant's retirement system: **PERS**, **STRS**, **JRS**, **LRS**, **MRS**, or **Non-PERS**.
Retire Date:	Participant's retirement date.
Enrollment Information	**Definition**
Enroll Status/Eff Date:	Enrollment status: **Covered** or **Not Covered**. Effective Date is the date the current Enrollment Status was effective.
Prem Pymt Mthd/Eff Date:	Payment method: **Standard**, **Direct Pay** or **COBRA**. Effective Date is the date the current Premium Payment Method was effective.
Plan Code/Plan Name:	Health plan code and health plan name.
Coverage Type:	The health coverage type for the Participant: **Basic**, **Medicare,** or **No Coverage**.

SUBSCRIBER TAB DEFINITIONS	
Eligibility Zip:	Participant's ZIP Code if different than Mailing Address.
ER Address:	This box will be checked if the Eligibility ZIP Code is that of the employer.
Qual/Surv/FR SSN:	Qual (Qualifying SSN) = the SSN of the deceased employee/retiree OR SSN of employee/retiree that COBRA enrollee qualified from. Surv (Survivor SSN) = the SSN of a deceased employee/retiree. FR SSN (Financially Responsible SSN) = the SSN under which the premium payment for this enrollment will be made.
COBRA Start/End Date:	Start and end dates of the COBRA enrollment period.
Address Information	Definition
Address Information	Participant's mailing address.

2. Dependent Tab

The Dependent Tab displays information on currently enrolled dependent(s) of the selected Participant and shows additional details about each dependent including, if applicable, information on the dependent's disabled dependent certification.
If there are multiple dependents, click on each <u>dependent name</u> for additional information.

DEPENDENT TAB DEFINITIONS	
COLUMN NAMES	**DEFINITION**
SSN	Dependent's Social Security Number.
Name	Dependent's name.
Birth Date	Dependent's date of birth.
Relationship	Dependent's relationship to the Participant.
Enrl Eff Date	Effective date of the Dependent's enrollment action.
FIELD NAMES	**DEFINITION**
Gender:	The gender of the Dependent.
Coverage Type:	The health coverage type for the Dependent: **Basic**, **Medicare**, or **No Coverage.**
Disabled Dependent Certification Date:	The initial date of the Dependent's certification as disabled. A date in this field indicates the individual has been certified to continue on the health enrollment beyond his/her 23rd birthday.
Certification Expiration Date:	The date when the Dependent's current disabled certification expires.
Pending Review Date:	A date in this field indicates the Dependent's disabled certification is under review. If the individual is not certified by this date, his/her health coverage will be terminated.

3. Enrollment Tab

The Enrollment Tab will display details for health transactions that were processed. When there are multiple transactions, click on the Effective Date of a transaction for additional information.

A rescinded transaction is a transaction that was processed and later voided. Click on Show Rescinded Actions to display any rescinded transactions.

ENROLLMENT TAB DEFINITIONS	
HEALTH BENEFITS AND ENROLLMENT HISTORY	DEFINITION
Effective	Effective date of the selected transaction.
Category	The Reason group heading used to identify the transaction reason type.
Reason	The numeric code that identifies the reason for the selected transaction.
Name	Name of the Participant/Dependent involved in the selected transaction.
Plan Code	Health plan code that resulted from processing the selected transaction.
Proc Status	Describes the status of the selected Dependent's enrollment at a point in time.
Show Rescinded Actions	A rescinded transaction is a transaction that was processed, then later voided. To see the any rescinded transactions, click Show Rescinded Actions.
ADDITIONAL FIELDS	DEFINITION
Reason:	A detailed description of the transaction Reason Code shown in the "Reason" column for the selected transaction.
Coverage Type:	The coverage type for the Dependent named in the selected transaction: **Basic**, **Medicare** or **No Coverage**.
Plan:	Health plan code.
Relationship:	Describes the dependent's relationship to the Participant.
Birthdate:	Birthdate of the Dependent named in the selected transaction.
Premium Pymt Mthd:	Description of the premium payment method: **Standard, Direct Pay** or **COBRA**.
HBO Received Date:	Date enrollment document was received in the employer's office.
Event Date:	Date of the event that generated the selected transaction.
Change Date:	Date the selected transaction was added to the system.
Username:	Login ID of the individual who keyed in the selected enrollment transaction.

4. Deduction Tab

The Deduction Tab displays details for premiums and deduction history. Click on Pay PD for additional information if there are multiple transactions.

DEDUCTION TAB DEFINITIONS	
DEDUCTION HISTORY COLUMNS	**DEFINITION**
Agency/Unit	State Controller's (SCO) agency/unit code for State Agencies, Public Agencies' agency code; or School Employers' agency code and district code (unit).
Pay PD	Pay Period from which the premium payment was made.
Pymnt Start	For a full premium payment, the date when the payment was made. For a payment adjustment, the start date for the adjustment.
Payment End	The anticipated end date for an adjustment payment.
Plan Code	Health plan code.
Premium	Premium for the health plan.
ER Share	Employer's share of the premium.
EE Share	Employee or annuitant's share of the premium.
Medicare	State retiree reimbursement for the cost of Medicare Part B.
Adj	Contains a "Y" for yes if the payment is a one-time adjustment.
ADDITIONAL FIELDS	**DEFINITION**
Coverage Start:	First day of the coverage period to which this premium payment applies.
Coverage End:	Last day of the coverage period to which this premium payment applies.
Health Pretax Type:	Type of pretax status: **Pre Tax Program**, **TAP**, or **FLEX**.
Pay Entity:	Identifies the system making the premium payment to the health plan.
Premium Pymt Mthd:	Payment method, either: **Standard, Direct Pay** or **COBRA**.

5. Employment Tab

The Employment Tab displays all employment associated with Membership and/or Health enrollment history. Click on an <u>Effective Date</u> if multiple transactions are present. Additional information about the selected date appears at the bottom of the screen.

[Help Menu] [Screen Help]
View Participant Information   Extract Date/Time: 12/26/2002 03:56 PM
Participant Inquiry   [Print Tab]

SSN: 890 - 01 - 4003   [Get Data] [Clear]   As Of: 12 / 31 / 2002
Name: Jane Smith   Birth Date: 07/10/1954   Gender: Female
Member: Yes   Retiree: No   Death Date:
HBO Phone:

[Subscriber | Dependent | Enrollment | Deduction | Employment | Summary]

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Address Information

2 Any Road
Any City, CA 88888
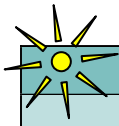
Employment Information and Retirement Enrollment

Effective Date	Status	Employer	Coverage Group	Optional	Retirement System	CBU	SCO
09/01/2002	Active	631	70001 Misc W/O SS FULL	No	Public Employees' Retirement	None	None
08/23/2002	Active	631	70001 Misc W/O SS FULL	No	Public Employees' Retirement	None	None

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Employer:	San Dimas City
Status:	Active
Status Effective Date:	08/23/2002
Coverage Group:	70001 Misc W/O SS FULL
Optional Member:	No
SCO Position Number:	None
Collective Bargaining Unit:	None
Retirement System:	Public Employees' Retirement
Medical Group:	000 ALL EMPLOYEES
Medical Group Effective Date:	09/01/2002

Effective Date

EMPLOYMENT TAB DEFINITIONS	
FIELD NAME	DEFINITION
Effective Date	Effective date of the selected transaction.
Status	Position Status: **Active**: Participant is currently working in this position or returns after a separation or Leave. **Alternate Retirement Plan**: A non-vested member who is subject to a G.C. 20306 Retirement Plan is working fewer than 20 hours per week, and must switch from CalPERS coverage to the Alternate Retirement Plan. **Educational Leave**: (State Employees only) Leave is granted for the purpose of further education. **Family Leave** (Maternity/Paternity Leave of Absence): Member is granted an approved maternity/paternity leave. **Industrial Disability Leave** (Industrial Disability Leave): Person in a safety classification is placed on leave for a work-related injury or illness. Available to local misc. by contract amendment only. **Layoff**: Layoff, or in lieu of involuntary transfer. **Leave of Absence**: Select this status only when the Retirement system is JRS1 or JRS2. **Military Leave** (Military Leave of Absence): Person is absent from work due to active service with one of the Armed Forces of the United States. **Nonind Leave** (Non-industrial Leave of Absence): Person is off work and receiving temporary disability payments for a non-job related injury or illness. **Permanent Separation**: Person separates from employment permanently. This status is required for a person to be eligible to receive a REFUND of CalPERS' contributions. **Sabbatical Full** (Sabbatical Leave - Full Pay): Person is on approved leave, but is still receiving full compensation. **Sabbatical Part** (Sabbatical Leave - Partial Pay): Person is on approved leave, but is receiving partial compensation for time not worked. **Service Leave** (Service Leave of Absence): Person is on an approved leave for the purpose of service with a governmental agency; a university or college; or a nonprofit organization serving a public function. **Special Leave** (Special Leave of Absence): [For State employees only] A "Partial Leave of Absence," or "Special Leave for Research or Creative Activity." **Temporary Separation**: Person is temporarily separated from employment for two or more months (a separation of fewer than two months should not be reported to CalPERS), and is expected to return to work. **To Alternate Retirement Plan**: A non-vested member who is subject to a GC 20306 Retirement Plan is working fewer than 20 hours per week, and must switch from CalPERS coverage to the Alternate Retirement Plan.

EMPLOYMENT TAB DEFINITIONS	
Employer	Participant's employer code.
Coverage Group	Five-digit code which is assigned to a group of employees within an agency. It is used to identify, within the employer, groups of members with different benefit packages. The five-digit code is formed by combining a number indicating the type of employer or employment (first digit), coverage groupings (second digit), a second tier or merger indicator (third digit), and a 2-digit sequential number.
Optional	Optional Member - A person (e.g., an elective officer) who has the right to elect membership in CalPERS, and who is excluded from PERS membership unless and until he/she elects membership.
Retirement System	Retirement System - Participant's retirement system: **PERS**, **STRS**, **JRS**, **LRS**, **MRS**, or **Non-PERS.**
CBU	Abbreviation for the Participant's Collective Bargaining *Rank/Unit code.* Rank (Collective Bargaining Rank): Participant designation assigned to a State employee. E.g., R = Rank and File, E = Exempt, etc. Unit (Collective Bargaining Unit): unit code assigned to a State employee. E.g., 1 = Administrative, Financial, and Staff Services, etc.
SCO	State Controller's Office (SCO) Position Number (state employees only).
Employer	Name of the Participant's employer.
Status	See definition on previous page.
Status Effective Date	Effective date of "Position Status" mentioned on previous page.
Coverage Group	Five-digit code which is assigned to a group of employees within an agency. It is used to identify, within the employer, groups of members with different benefit packages. The five-digit code is formed by combining a number indicating the type of employer or employment (first digit), coverage groupings (second digit), a second tier or merger indicator (third digit), and a 2-digit sequential number.
Optional Member	A person (e.g., an elective officer) who has the right to elect membership in CalPERS, and who is excluded from PERS membership unless and until he/she elects membership.
SCO Position Number	State Controller's Office (SCO) position number (state employees only).
Collective Bargaining Unit	Abbreviation for the Participant's Collective Bargaining *Rank/Unit code.* Rank (Collective Bargaining Rank): Participant designation assigned to a State employee. E.g., R = Rank and File, E = Exempt, etc. Unit (Collective Bargaining Unit): Unit code assigned to a State employee. E.g., 1 = Administrative, Financial, and Staff Services, etc.

EMPLOYMENT TAB DEFINITIONS	
Retirement System	Participant's retirement system: **PERS**, **STRS**, **JRS**, **LRS**, **MRS**, or **Non-PERS.**

Medical Group	The Medical Groups are identified by three-digit codes* that are established differently for each **Public Agency**:
	    001 MUNICIPAL EMPLOYEES' ASSOCIATION
	    002 FIREFIGHTERS' ASSOCIATION
	    003 POLICE OFFICERS' ASSOCIATION
	"000 ALL EMPLOYEES" is used when there is only one Medical Group for the agency.
	"999 CONVERSION GROUP" may be selected by the system during conversion.
	For **State** employees, the Collective Bargaining Unit derives the Medical Group.

Medical Group Effective Date	The effective date of the medical group.

6. Summary Tab

The Summary Tab will display a summary of the Participant's demographic information as well as participation in various CalPERS programs.

SUMMARY TAB DEFINITIONS	
PARTICIPANT SUMMARY	DEFINITION
Birth Date:	Participant's date of birth.
Gender:	Participant's gender.
PERS Member:	Is the Participant a member of CalPERS? Yes or no. NOTE: A Participant who has retired or received a refund of contributions is no longer considered a member of CalPERS.
PERS Retiree:	Is the Participant retired from CalPERS? Yes or No.
Death Date:	If applicable, the death date of Participant.
Programs:	Name(s) of CalPERS program Participant is associated with.
Address:	Participant's address.

Printing

At any time, you can print the contents of any Participant Inquiry screen by the following methods:

1. <u>Individual Tabs</u>: Each individual tab can be printed by clicking on the tab, then clicking on **Print Tab**. This opens up the tab and formats it for printing. Then press "Ctrl + P" for printing. Click **View Mode** to return to normal viewing mode.

2. <u>All Tabs</u>: In order to print all of the tabs, you must open each of the tabs by clicking on them (in any order). Upon opening the last tab, click **Print All**, then press "Ctrl + P" to print all tab information in a continuous sequence. Click **Back to View Mode** to return to normal viewing mode.
   You may also just hold down the **Ctrl** key, then press the **P** key for a direct screen print.

Or, you may press the **Print Screen** key (to the right of the F12 key), then paste the clipboard contents into a document as follows:
- On your desktop task bar, select **Start**.
- Select **Programs**.
- Select your word processing program (e.g., Microsoft Word).
- Open a new document.
- In the Menu Bar at the top of the window, select **Edit**.
- Select **Paste** on the Edit Menu (The saved PI screen displays in the new document).
- Select **File** in the Menu Bar at the top of the window.
- Select **Print** on the File Menu.

Participant Inquiry System Messages

Access is limited to current agency

This message will be displayed if the user attempts to access data about a Participant no longer employed by their agency. If the former employer has completed the transaction to move the Participant to a new agency, and you are still getting this message, please call (888) CalPERS (225-7377), and ask CalPERS staff to update this transaction.

Out-of-Use Social Security Number

If the user enters a Social Security Number that is no longer in use, a message window gives the user the corresponding active number, if there is one. Acknowledge the message, then query for the active number.

Future Transactions Pending

This message indicates future health events related to the current Participant

No employment information with your agency is available for this SSN

This message will appear for employers who try to access a SSN of a Participant who is not currently employed by their agency.